

Technical Branch
Miscellaneous Professional Group
Science Series

COMMUNICATIONS SPECIALIST

2/98 (SAC)

Summary

Under general supervision, administer telephone, radio, and data communications equipment.

Typical Duties

Program telephone switches and key systems. Involves: connecting telephone, fax machines and related equipment according to layout plans; customizing system configuration by moving and changing phones and reassigning telephone numbers; operating and testing equipment to determine correct installation or elimination of malfunctions; maintaining security access for voice and data systems; performing system back up procedures using the system computer; utilizing system call accounting to analyze usage or determine long distance charges by individual telephone lines.

Dispense and troubleshoot telephone and radio communication units. Involves: receiving and issuing radios to employees; visiting various sites to inspect, locate and diagnose operational problems; performing minor maintenance tasks such as replacing and cleaning affected units; ascertaining and referring repairs to be made by contracted repair service; maintaining records of system equipment, maintenance charges, repair status and history.

Perform other duties as assigned. Involves: substituting for coworkers or supervisor during temporary absences to maintain continuity of operations; evaluating and recommending available voice and data communication system design and equipment options and enhancements to effectively meet user department requirements.

Minimum Qualifications

Training and Experience: Graduation from high school and four (4) years experience installing, maintaining or configuring radio, telephone or data communications equipment; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Considerable knowledge of telephone, radio, and data communications systems equipment, and diagnostic and monitoring procedures and techniques. Good knowledge of computer based telephone call accounting and operating systems. Some knowledge of telephone rate structures and industry regulatory agencies.

Ability to: perform voice and data communication equipment installation; investigate, locate and correct system problems or arrange for repairs; recommend and coordinate changes in service and system components; evaluate available options and recommend enhancements; compile usage statistics; analyze and review billing statements; establish and maintain effective working relationships with fellow employees; maintain records and prepare reports.

Skills in safe use and care of: personal computer or network work station and motor vehicle when driving in City traffic.

Special Requirements: Subject to call beyond standard workday or workweek hours as necessary.

Certificates Licenses and Certificates: Texas Class "C" Driver's License or equivalent license issued by another state.

Director of Personnel

Department Head